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Paper No. 17

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MAR 15 2002

In re Application of
Cerami, et al.
Application No. 09/921,275
Filed: August 1, 2001
Atty. Dkt. No. 020366-077710US
For: PROACTIVE SERVICE REQUEST
MANAGEMENT AND MEASUREMENT

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: DECISION ACCORDING STATUS
: UNDER 37 CFR 1.47(a)
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OFFICE OF PETITIONS

This is in response to the petition under 37 CFR 1.47(a),
filed February 7, 2002.

The petition is GRANTED.

Petitioner has shown that the non-signing inventor has
refused to join in the filing of the above-identified
application after having been presented with the application
papers. Specifically, the declarations of Chad S. Hilyard and
Brian N. Young sufficiently establish that the inventor
received the application papers and refused to execute the
declaration.

The above-identified application and papers have been
reviewed and found in compliance with 37 CFR 1.47(a). This
application is hereby accorded Rule 1.47(a) status.

As provided in Rule 1.47(c), this Office will forward notice
of this application's filing to the non-signing inventor at
the address given in the petition. Notice of the filing of
this application will also be published in the Official
Gazette.

After this decision is mailed, the above-identified
application will be returned to the Office of Initial Patent
Examination for issuance of a corrected filing receipt.

Telephone inquiries regarding this decision should be
directed to Petitions Attorney Alesia M. Brown at (703) 305-
0310

Beverly M. Flanagan

Beverly M. Flanagan
Supervisory Petitions Examiner
Office of Petitions
Office of the Deputy Commissioner
for Patent Examination Policy